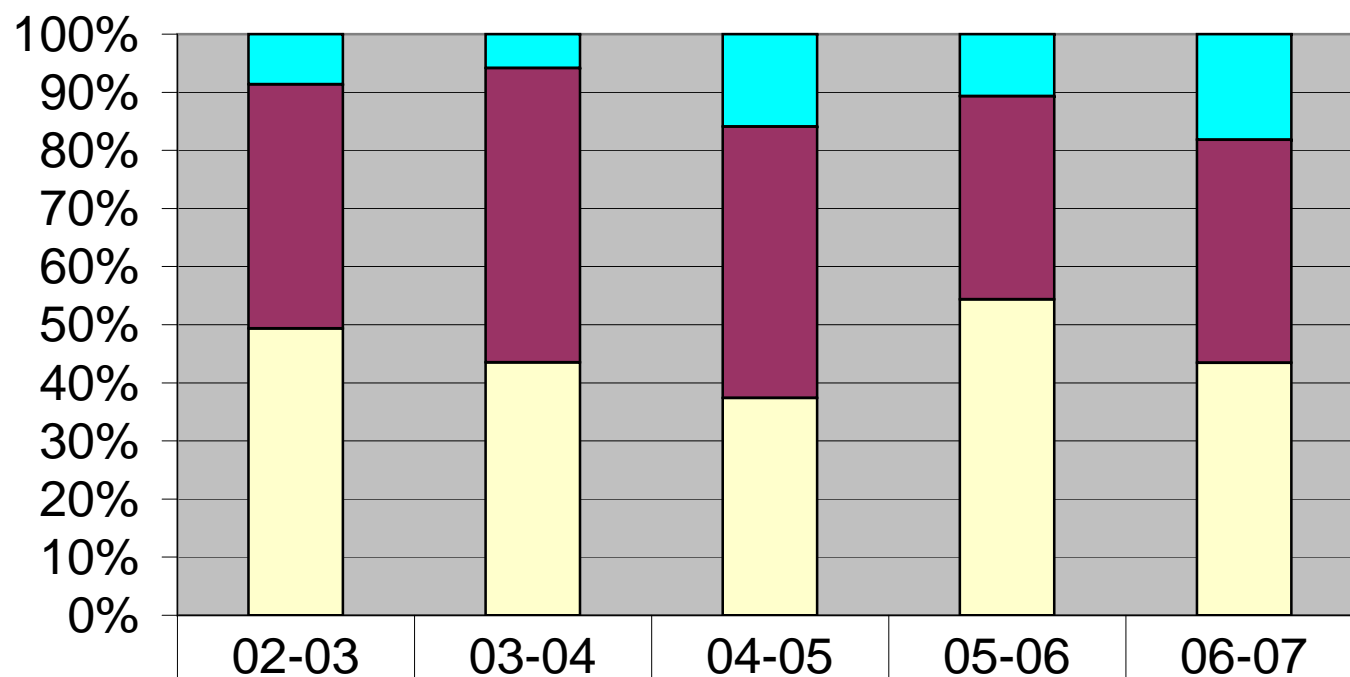


Graph 1: Missouri IDEA, Part B Complaints by Resolution



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■ Withdrawn	13	9	17	11	18
■ District - Out of compliance	63	78	50	36	38
■ District - In compliance	74	67	40	56	43

Table 1: Part B Child Complaint Status by Fiscal Year Filed

	02-03	03-04	04-05	05-06	06-07
Decisions Issued	137	145	90	92	81
District - In compliance	74	67	40	56	43
District - Out of compliance	63	78	50	36	38
Withdrawn	13	9	17	11	18
Pending	0	0	0	1	0
Total Complaints	150	154	107	104	99

As of 4/18/2006

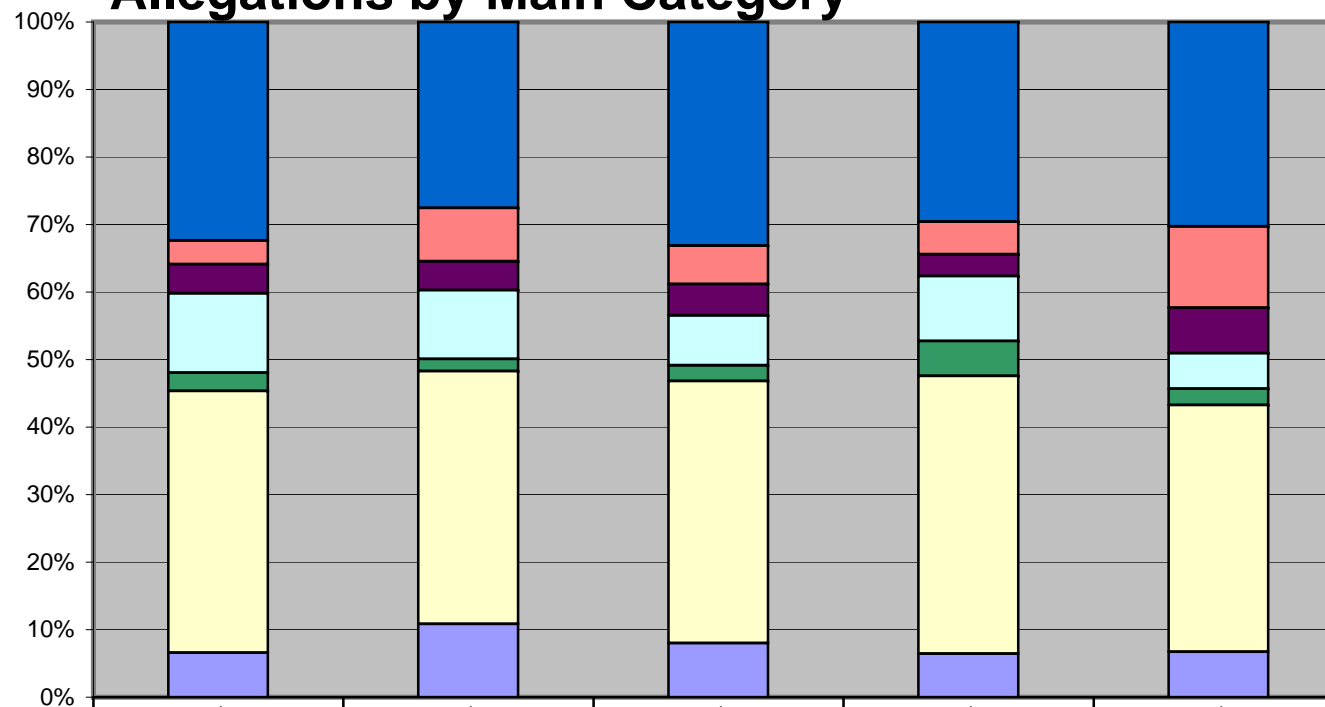
Table 1a: Part B Child Complaint Status Percentages by Fiscal Year Filed

	02-03	03-04	04-05	05-06	06-07
Decisions Issued					
District - In compliance	49.33%	43.51%	37.38%	53.85%	43.43%
District - Out of compliance	42.00%	50.65%	46.73%	34.62%	38.38%
Withdrawn	8.67%	5.84%	15.89%	10.58%	18.18%
Pending	0.00%	0.00%	0.00%	0.96%	0.00%
Total Complaints	100.00%	100.00%	100.00%	100.00%	100.00%

As of 11/13/2007

Graph 4: Missouri IDEA Part B Child Complaint Allegations by Main Category

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	02/03	03/04	04/05	05/06	06/07
■ Other*	157	122	99	92	63
■ Discipline	17	35	17	15	25
■ FERPA	21	19	14	10	14
■ Special Education and Related Services	57	45	22	30	11
■ Placement	13	8	7	16	5
■ IEP	188	166	116	128	76
■ Evaluations	32	48	24	20	14

Child Complaint and Due Process Data - 11/13/2007

*Other category includes: Eligibility Determination, ESY, IEE, Parent Participation, Personnel, Provision of Notice, Provision of Procedural Safeguards, Referral, Transfer Procedures, Transition, and Due Process Impartiality. (see Table 4 for full explanation of other categories)

Table 4: Part B Child Complaint Allegations by Main Category**

Main #	Main category	02/03	03/04	04/05	05/06	06/07
01	Referral*	10	8	6	11	12
02	Evaluations	32	48	24	20	14
03	Eligibility Determination*	16	8	6	5	7
04	IEP	188	166	116	128	76
05	Placement	13	8	7	16	5
06	Special Education and Related Services	57	45	22	30	11
07	Provision of Notice*	36	38	18	16	12
08	Parent Consent*					1
09	Parent Participation*	24	20	11	6	6
10	ESY*	12	2	4	8	3
11	Personnel*	7	7	14	3	5
12	Transition*	2	2	6	4	2
13	FERPA	21	19	14	10	14
14	Discipline	17	35	17	15	25
15	IEE*	3		2	5	2
16	Transfer Procedures*	6	7	2	8	1
17	Due Process*	4	7	7	4	1
18	Provision of Procedural Safeguards*	12	2	4	5	1
19	Other*	25	21	19	17	10
	Total	485	443	299	311	208

*For Graph 5, consolidated into "Other" category

** Includes all allegations regardless of compliance status

As of November 13, 2007

Table 4a: Part B Child Complaint Allegation Percentage by Main Category**

Main #	Main category	%	%	%	%	%
01	Referral*	2.06%	1.81%	2.01%	3.54%	5.77%
02	Evaluations	6.60%	10.84%	8.03%	6.43%	6.73%
03	Eligibility Determination*	3.30%	1.81%	2.01%	1.61%	3.37%
04	IEP	38.76%	37.47%	38.80%	41.16%	36.54%
05	Placement	2.68%	1.81%	2.34%	5.14%	2.40%
06	Special Education and Related Services	11.75%	10.16%	7.36%	9.65%	5.29%
07	Provision of Notice*	7.42%	8.58%	6.02%	5.14%	5.77%
08	Parent Consent*	0.00%	0.00%	0.00%	0.00%	0.48%
09	Parent Participation*	4.95%	4.51%	3.68%	1.93%	2.88%
10	ESY*	2.47%	0.45%	1.34%	2.57%	1.44%
11	Personnel*	1.44%	1.58%	4.68%	0.96%	2.40%
12	Transition*	0.41%	0.45%	2.01%	1.29%	0.96%
13	FERPA	4.33%	4.29%	4.68%	3.22%	6.73%
14	Discipline	3.51%	7.90%	5.69%	4.82%	12.02%
15	IEE*	0.62%	0.00%	0.67%	1.61%	0.96%
16	Transfer Procedures*	1.24%	1.58%	0.67%	2.57%	0.48%
17	Due Process*	0.82%	1.58%	2.34%	1.29%	0.48%
18	Provision of Procedural Safeguards*	2.47%	0.45%	1.34%	1.61%	0.48%
19	Other*	5.15%	4.74%	6.35%	5.47%	4.81%
	Total	100.00%	100.00%	100.00%	100.00%	100.00%

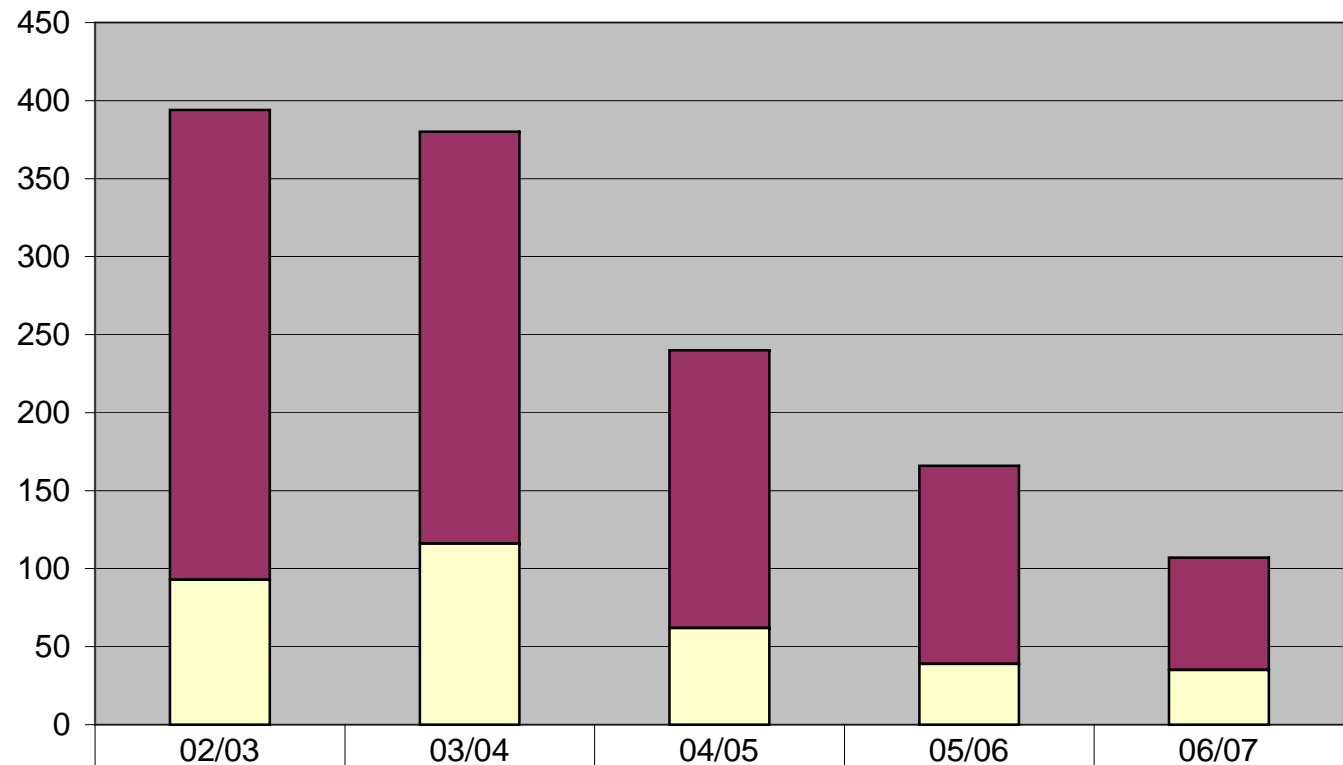
*For Graph 5, consolidated into "Other" category

** Includes all allegations regardless of compliance status

As of November 13, 2007

Graph 6: Missouri IDEA, Part B Child Complaint Allegations by Compliance Status*

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Allegations Pending

Allegations Out-of-Compliance

Allegations In-Compliance

Child Complaint and Due Process Data - 11/13/2007

*Includes only allegations where a decision was rendered.

Table 6: Part B Child Complaint Allegations by Compliance Status*

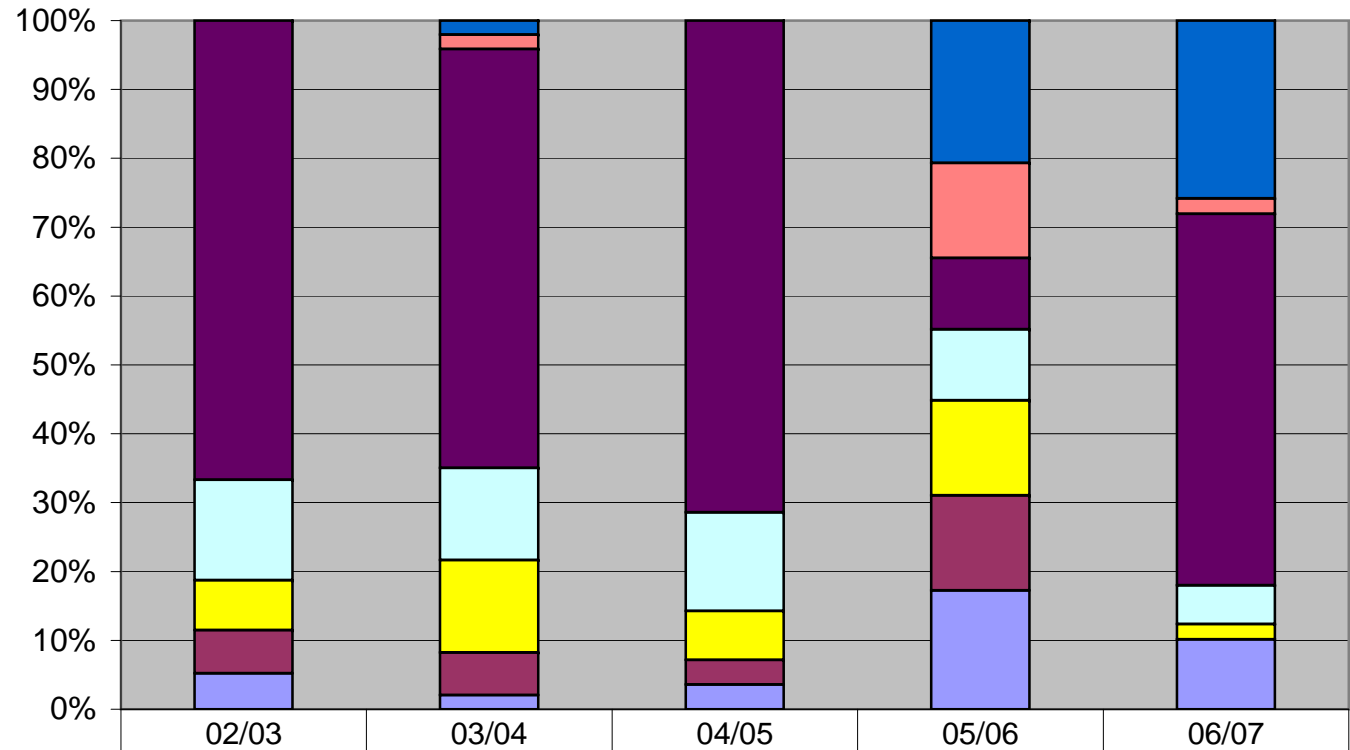
	02/03	% Out 02/03	03/04	% Out 03/04	04/05	% Out 04/05	05/06	% Out 05/06	06/07	% Out 06/07
Allegations Out-of-Compliance	93	23.60%	116	30.53%	62	25.83%	39	23.49%	35	32.71%
Allegations In-Compliance	301		264		178		127		72	
Allegations Pending	0		0		0		0		0	
Total Allegations	394		380		240		166		107	

*Includes only allegations where a decision was rendered.

As of November 13, 2007

Graph 7: Due Process Hearing Request Status*

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■ Pending	0	2	0	6	23
■ Consolidated	0	2	0	4	2
■ Withdrawn	64	59	60	3	48
■ Hearing Decisions	14	13	12	3	5
■ Dismissal	7	13	6	4	2
■ Mediation Successful-Withdrawn	6	6	3	4	0
■ Parties Settled; settlement ordered	5	2	3	5	9

Child Complaint and Due Process Data - 4/18/2006

*Includes expediated

Table 7: Due Process Status by Fiscal Year Filed*

	02/03	03/04	04/05	05/06	06/07
Total Received	96	96	86	57	89
Consolidated	0	2	0	4	2
Dismissal	7	13	6	4	2
Total Hearing Decisions	14	13	12	3	5
Decisions issued in FY02					
Decisions issued in FY03	8				
Decisions issued in FY04	6	5			
Decisions issued in FY05		6	5		
Decisions issued in FY06		2	6	2	3
Decisions issued in FY07			1	1	2
Expediated	1	4	3	3	10
Mediation	8	11	19	9	18
Mediation Successful-Withdrawn	6	6	3	4	0
Parties Settled; settlement ordered	5	2	3	5	9
Withdrawn	64	59	60	3	48
Pending	0	2	0	6	23

*Including Expediated

As of November 13, 2006

Table 7a: Expediated Due Process Status by Fiscal Year Filed

	02/03	03/04	04/05	05/06	06/07
Total Received	1	4	3	3	10
Consolidated	0	0	0	0	0
Dismissal	0	0	0	0	1
Total Hearing Decisions	0	0	0	2	2
Decisions issued in FY02	0	0	0	0	0
Decisions issued in FY03	0	0	0	0	0
Decisions issued in FY04	0	0	0	0	0
Decisions issued in FY05	0	0	0	0	0
Decisions issued in FY06	0	0	0	1	2
Decisions issued in FY07	0	0	0	0	0
Mediation	0	0	0	0	0
Mediation Successful-Withdrawn	0	0	0	0	0
Parties Settled; settlement ordered	0	0	0	0	0
Withdrawn	1	4	3	2	7
Pending	0	0	0	0	0

As of November 13, 2006

Report 9: Summary Report-Due Process Request Timelines

Filed Between 7/1/2002 - 6/30/2007

02/03	Extensions Requested by:
<i>Total Due Process Requests with hearing decisions:</i> 14	Parent: 10
Total exceeding 45 day timeline 14	School district: 15
Total with at least one extension: 14	Joint: 7
03/04	Extensions Requested by:
<i>Total Due Process Requests with hearing decisions:</i> 13	Parent: 12
Total exceeding 45 day timeline 13	School district: 18
Total with at least one extension: 13	Joint: 17
04/05	Extensions Requested by:
<i>Total Due Process Requests with hearing decisions:</i> 12	Parent: 13
Total exceeding 45 day timeline 12	School district: 16
Total with at least one extension: 12	Joint: 19
05/06	Extensions Requested by:
<i>Total Due Process Requests with hearing decisions:</i> 3	Parent: 1
Total exceeding 45 day timeline 2	School district: 1
Total with at least one extension: 2	Joint: 6
06/07	Extensions Requested by:
<i>Total Due Process Requests with hearing decisions:</i> 5	Parent:
Total exceeding 45 day timeline 3	School district: 4
Total with at least one extension: 3	Joint: 3

Child Complaint Satisfaction Survey Results Summary-by Compliance Status

Filed Between 7/1/2006 - 6/30/2007

Total number of decisions issued: 84

Total Surveys Returned: 185

Total Number of Complaints Represented: 133

All respondents were asked the following questions

Was the Division of Special Education timely with its initial contact regarding the complaint?													
Totals:	182	Yes: 172	94.51%	No: 9	0.00%	N/A: 1	0.00%						
Complaint(s) found:		In Compliance											
	1	Yes: 1	100.00%	No: 0	0.00%	N/A: 0	0.00%						
Complainant	33	Yes: 26	78.79%	No: 7	21.21%	N/A: 0	0.00%						
District	98	Yes: 96	97.96%	No: 2	2.04%	N/A: 0	0.00%						
SSD	13	Yes: 13	100.00%	No: 0	0.00%	N/A: 0	0.00%						
Complaint(s) found:		Out of Compliance											
	0	Yes: 0	0.00%	No: 0	0.00%	N/A: 0	0.00%						
Complainant	11	Yes: 11	100.00%	No: 0	0.00%	N/A: 0	0.00%						
District	25	Yes: 24	96.00%	No: 0	0.00%	N/A: 1	4.00%						
SSD	1	Yes: 1	100.00%	No: 0	0.00%	N/A: 0	0.00%						
How many times during the investigation did you communicate with the investigator?													
Totals:	184	0: 19	10.33%	1: 27	14.67%	2: 47	25.54%	3: 36	19.57%	4: 19	10.33%	5 or more: 36	19.57%
Complaint(s) found:		In Compliance											
	1	0: 0	0.00%	1: 0	0.00%	2: 1	100.00%	3: 0	0.00%	4: 0	0.00%	5 or more: 0	0.00%
Complainant	33	0: 4	12.12%	1: 7	21.21%	2: 8	24.24%	3: 6	18.18%	4: 5	15.15%	5 or more: 3	9.09%
District	98	0: 7	7.14%	1: 13	13.27%	2: 21	21.43%	3: 15	15.31%	4: 12	12.24%	5 or more: 30	30.61%
SSD	14	0: 1	7.14%	1: 3	21.43%	2: 6	42.86%	3: 4	28.57%	4: 0	0.00%	5 or more: 0	0.00%
Complaint(s) found:		Out of Compliance											
	0	0: 0	0.00%	1: 0	0.00%	2: 0	0.00%	3: 0	0.00%	4: 0	0.00%	5 or more: 0	0.00%
Complainant	11	0: 2	18.18%	1: 0	0.00%	2: 4	36.36%	3: 4	36.36%	4: 0	0.00%	5 or more: 1	9.09%
District	26	0: 5	19.23%	1: 4	15.38%	2: 6	23.08%	3: 7	26.92%	4: 2	7.69%	5 or more: 2	7.69%
SSD	1	0: 0	0.00%	1: 0	0.00%	2: 1	100.00%	3: 0	0.00%	4: 0	0.00%	5 or more: 0	0.00%
In what way(s) did you communicate with the investigator?													
Totals:	Phone:138		E-mail:65	Letter: 89		Fax: 48		Other: 6					
Complaint(s) found:		In Compliance											
	Phone:1		E-mail:1	Letter: 1		Fax: 1		Other: 0					
Complainant	Phone:26		E-mail:6	Letter: 16		Fax: 7		Other: 0					
District	Phone:80		E-mail:38	Letter: 42		Fax: 29		Other: 4					

Wednesday, November 14, 2007

SSD	Phone: 5	E-mail: 9	Letter: 11	Fax: 1	Other: 0
<i>Complaint(s) found:</i> Out of Compliance					
	Phone: 0	E-mail: 0	Letter: 0	Fax: 0	Other: 0
Complainant	Phone: 9	E-mail: 3	Letter: 3	Fax: 2	Other: 1
District	Phone: 16	E-mail: 7	Letter: 16	Fax: 8	Other: 1
SSD	Phone: 1	E-mail: 1	Letter: 0	Fax: 0	Other: 0

Rate the ease of communicating with the investigator.

Totals: 170 **Very Easy:** 96 56.47% **Easy:** 56 32.94% **No Opportunity:** 6 3.53% **Somewhat Difficult:** 12 7.06% **Very Difficult:** 0 0.00%

Complaint(s) found: In Compliance

1 **Very Easy:** 0 0.00% **Easy:** 1 100.00% **No Opportunity:** 0 0.00% **Somewhat Difficult:** 0 0.00% **Very Difficult:** 0 0.00%

Complainant 31 **Very Easy:** 4 12.90% **Easy:** 17 54.84% **No Opportunity:** 1 3.23% **Somewhat Difficult:** 9 29.03% **Very Difficult:** 0 0.00%

District 91 **Very Easy:** 59 64.84% **Easy:** 27 29.67% **No Opportunity:** 3 3.30% **Somewhat Difficult:** 2 2.20% **Very Difficult:** 0 0.00%

SSD 13 **Very Easy:** 12 92.31% **Easy:** 1 7.69% **No Opportunity:** 0 0.00% **Somewhat Difficult:** 0 0.00% **Very Difficult:** 0 0.00%

Complaint(s) found: Out of Compliance

0 **Very Easy:** 0 0.00% **Easy:** 0 0.00% **No Opportunity:** 0 0.00% **Somewhat Difficult:** 0 0.00% **Very Difficult:** 0 0.00%

Complainant 9 **Very Easy:** 4 44.44% **Easy:** 4 44.44% **No Opportunity:** 0 0.00% **Somewhat Difficult:** 1 11.11% **Very Difficult:** 0 0.00%

District 24 **Very Easy:** 17 70.83% **Easy:** 5 20.83% **No Opportunity:** 2 8.33% **Somewhat Difficult:** 0 0.00% **Very Difficult:** 0 0.00%

SSD 1 **Very Easy:** 0 0.00% **Easy:** 1 100.00% **No Opportunity:** 0 0.00% **Somewhat Difficult:** 0 0.00% **Very Difficult:** 0 0.00%

Were the number and type of contacts with the investigator satisfactory?

Totals: 178 **Yes:** 149 83.71% **No:** 26 14.61% **N/A:** 3 1.69%

Complaint(s) found: In Compliance

1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 32 **Yes:** 14 43.75% **No:** 16 50.00% **N/A:** 2 6.25%

District 95 **Yes:** 91 95.79% **No:** 3 3.16% **N/A:** 1 1.05%

SSD 13 **Yes:** 13 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complaint(s) found: Out of Compliance

0 **Yes:** 0 0.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 11 **Yes:** 7 63.64% **No:** 4 36.36% **N/A:** 0 0.00%

District 25 **Yes:** 22 88.00% **No:** 3 12.00% **N/A:** 0 0.00%

SSD 1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Were the complaint issues investigated in a fair and unbiased manner?

Totals: 180 **Yes:** 155 86.11% **No:** 23 12.78% **N/A:** 2 0.00%

Complaint(s) found: In Compliance

1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 31 **Yes:** 16 51.61% **No:** 15 48.39% **N/A:** 0 0.00%

District 97 **Yes:** 95 97.94% **No:** 2 2.06% **N/A:** 0 0.00%

SSD 14 **Yes:** 14 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complaint(s) found: Out of Compliance

0 **Yes:** 0 0.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant	11	Yes: 7	63.64%	No: 4	36.36%	N/A: 0	0.00%
District	25	Yes: 21	84.00%	No: 2	8.00%	N/A: 2	8.00%
SSD	1	Yes: 1	100.00%	No: 0	0.00%	N/A: 0	0.00%

All respondents were asked the following questions

Do you feel that the investigation was thorough and accurate?

Totals: 179 **Yes:** 150 83.80% **No:** 28 15.64% **N/A:** 1 0.56%

Complaint(s) found: In Compliance

1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 33 **Yes:** 13 39.39% **No:** 20 60.61% **N/A:** 0 0.00%

District 97 **Yes:** 94 96.91% **No:** 3 3.09% **N/A:** 0 0.00%

SSD 14 **Yes:** 14 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complaint(s) found: Out of Compliance

0 **Yes:** 0 0.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 9 **Yes:** 6 66.67% **No:** 3 33.33% **N/A:** 0 0.00%

District 24 **Yes:** 21 87.50% **No:** 2 8.33% **N/A:** 1 4.17%

SSD 1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Did you submit any documentation to the complaint investigation?

Totals: 181 **Yes:** 158 87.29% **No:** 22 12.15% **N/A:** 1 0.55%

Complaint(s) found: In Compliance

1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 32 **Yes:** 23 71.88% **No:** 8 25.00% **N/A:** 1 3.13%

District 97 **Yes:** 87 89.69% **No:** 10 10.31% **N/A:** 0 0.00%

SSD 14 **Yes:** 13 92.86% **No:** 1 7.14% **N/A:** 0 0.00%

Complaint(s) found: Out of Compliance

0 **Yes:** 0 0.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 11 **Yes:** 8 72.73% **No:** 3 27.27% **N/A:** 0 0.00%

District 25 **Yes:** 25 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

SSD 1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Do you feel that the complaint finding(s) and decision(s) were accurate?

Totals: 180 **Yes:** 137 76.11% **No:** 41 22.78% **N/A:** 2 1.11%

Complaint(s) found: In Compliance

1 **Yes:** 1 100.00% **No:** 0 0.00% **N/A:** 0 0.00%

Complainant 33 **Yes:** 9 27.27% **No:** 24 72.73% **N/A:** 0 0.00%

District 96 **Yes:** 88 91.67% **No:** 7 7.29% **N/A:** 1 1.04%

SSD	14	Yes: 14	100.00%	No: 0	0.00%	N/A: 0	0.00%
<i>Complaint(s) found:</i> Out of Compliance							
	0	Yes: 0	0.00%	No: 0	0.00%	N/A: 0	0.00%
Complainant	10	Yes: 7	70.00%	No: 3	30.00%	N/A: 0	0.00%
District	25	Yes: 17	68.00%	No: 7	28.00%	N/A: 1	4.00%
SSD	1	Yes: 1	100.00%	No: 0	0.00%	N/A: 0	0.00%

Filed Between 7/1/2006 - 6/30/2007

Total number of decisions issued: 84

Total Surveys Returned: 185

Total Number of Complaints Represented: 133

All respondents were asked the following question

Did the information contained in the finding(s) and decision(s) give a satisfactory explanation of state and federal regulations implementing IDEA and how they were applied in this case?

Totals:	176	Yes: 151 85.80%	No: 23 13.07%	N/A: 2 1.14%
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Complaint(s) found: In Compliance

	1	Yes: 1 100.00%	No: 0 0.00%	N/A: 0 0.00%
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Complainant	31	Yes: 17 54.84%	No: 14 45.16%	N/A: 0 0.00%
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District	97	Yes: 92 94.85%	No: 4 4.12%	N/A: 1 1.03%
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SSD	14	Yes: 14 100.00%	No: 0 0.00%	N/A: 0 0.00%
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Complaint(s) found: Out of Compliance

	0	Yes: 0 0.00%	No: 0 0.00%	N/A: 0 0.00%
--	----------	---------------------	--------------------	---------------------

Complainant	10	Yes: 9 90.00%	No: 1 10.00%	N/A: 0 0.00%
--------------------	-----------	----------------------	---------------------	---------------------

District	22	Yes: 17 77.27%	No: 4 18.18%	N/A: 1 4.55%
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SSD	1	Yes: 1 100.00%	No: 0 0.00%	N/A: 0 0.00%
------------	----------	-----------------------	--------------------	---------------------

Filed Between 7/1/2006 - 6/30/2007

Total number of decisions issued: 84

Total Surveys Returned: 185

Total Number of Complaints Represented: 133

Complainants only were asked the following questions

Did you have assistance in developing your complaint?

Totals: 35 **Yes:** 11 31.43% **No:** 24 68.57%

Complaint(s) found: In Compliance

Complainant 26 **Yes:** 7 26.92% **No:** 19 73.08%

Complaint(s) found: Out of Compliance

Complainant 9 **Yes:** 4 44.44% **No:** 5 55.56%

If you received assistance, who assisted you?

Totals: DESE: 4 Advocate: 2 Another Parent: 0 Other: 2

Complaint(s) found: In Compliance

Complainant DESE: 2 Advocate: 2 Another Parent: 0 Other: 2

Complaint(s) found: Out of Compliance

Complainant DESE: 2 Advocate: 0 Another Parent: 0 Other: 0

How would you rate the ease of filing the initial complaint?

Totals: 36 **Very Easy:** 10 27.78% **Easy:** 8 22.22% **No Opinion:** 8 22.22% **Somewhat Difficult:** 10 27.78% **Very Difficult:** 0 0.00%

Complaint(s) found: In Compliance

Complainant 27 **Very Easy:** 6 22.22% **Easy:** 6 22.22% **No Opinion:** 7 25.93% **Somewhat Difficult:** 8 29.63% **Very Difficult:** 0 0.00%

Complaint(s) found: Out of Compliance

Complainant 9 **Very Easy:** 4 44.44% **Easy:** 2 22.22% **No Opinion:** 1 11.11% **Somewhat Difficult:** 2 22.22% **Very Difficult:** 0 0.00%

Did the allegation(s) in your complaint accurately reflect your concern(s)?

Totals: 37 **Yes:** 31 83.78% **No:** 6 16.22%

Complaint(s) found: In Compliance

Complainant 27 **Yes:** 22 81.48% **No:** 5 18.52%

Complaint(s) found: Out of Compliance

Complainant 10 **Yes:** 9 90.00% **No:** 1 10.00%

Filed Between 7/1/2006 - 6/30/2007

Total number of decisions issued: 84

Total Surveys Returned: 185

Total Number of Complaints Represented: 133

Complainants only were asked the following questions

Had you talked to a Division of Special Education Compliance staff person prior to filing the complaint?

Totals: **39** **Yes:** 24 61.54% **No:** 15 38.46%

Complaint(s) found: In Compliance

Complainant **29** **Yes:** 16 55.17% **No:** 13 44.83%

Complaint(s) found: Out of Compliance

Complainant **10** **Yes:** 8 80.00% **No:** 2 20.00%

Had you talked to the public agency prior to filing the complaint?

Totals: **36** **Yes:** 22 61.11% **No:** 14 38.89%

Complaint(s) found: In Compliance

Complainant **26** **Yes:** 14 53.85% **No:** 12 46.15%

Complaint(s) found: Out of Compliance

Complainant **10** **Yes:** 8 80.00% **No:** 2 20.00%